



## U.S. Court of Appeals for the Fourth Circuit

### Office of the Clerk

### Position Announcement 18-05

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<b>POSITION:</b>	Information Technology Administrator II
<b>LOCATION:</b>	Fourth Circuit Clerk's Office, Richmond, Virginia
<b>SALARY/CLASSIFICATION LEVEL:</b>	\$50,403-\$81,977 (CL 27)
<b>CLOSING DATE:</b>	Apply by May 21, 2018 – open until filled

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#### ABOUT THE COURT

The United States Court of Appeals for the Fourth Circuit is one of twelve regional appellate courts within the federal judicial system. The court hears appeals from the nine federal district courts in Maryland, Virginia, West Virginia, North Carolina, and South Carolina and from federal administrative agencies. The court's headquarters are in Richmond, Virginia. For more information about the Fourth Circuit Court of Appeals, please visit: <http://www.ca4.uscourts.gov>.

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#### POSITION OVERVIEW

The Information Technology Administrator II is a member of the court's IT team and reports to the Networks Manager. This position serves as the email administrator, endpoint security coordinator and general network and desktop administrator for the court. The court is in the early stages of a migration to platforms using some of today's latest technologies. The successful applicant will possess knowledge and experience with IBM Notes, Microsoft Office 365 and Microsoft Outlook in order to assist the court with the migration.

- Analyze, isolate, and solve complex system problems utilizing technical resources. Diagnose and remedy computing system failures, both hardware and software.
- Determine and recommend computer software or hardware required to install new systems or applications, or alter existing systems/applications. Diagnose hardware and custom off-the-shelf software problems, and replace defective components or design software fixes.
- Serve as court-wide email administrator. Create, maintain and disable email accounts. Manage mailing lists. Perform complex mail file maintenance and troubleshooting. Serve as point of contact with SDO and AO for all email troubleshooting and deployment projects.
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, and all configurations. Determine hardware and/or software requirements and recommend changes to improve systems and configurations.
- Manage and oversee the manual and automated log review, performing analysis and related control techniques to identify, assess, prioritize and communicate technical information security risks to IT management and staff for appropriate response.
- Maintain computer security resources on all workstations, including anti-virus and firewall systems. Assist with server security systems, as required.
- Prepare written instructions for users and IT staff which are clear and effective. Train users to work with computer systems and programs. Prepare reports and memoranda regarding complex automation issues with a focus on the reader.
- Provide end user support for applications supported. Serve as liaison between IT management and end users.

- Monitor day-to-day operations of technology equipment and its systems. Serve as the technical expert in solving computer system problems.
  - Backs up the other IT staff and performs other office automation, user support, and project duties for IT department as necessary.
  - Travel to offices within the circuit and out of circuit meetings and trainings is required as needed.
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## **QUALIFICATION REQUIREMENTS**

A college degree in Information Technology management or related field is preferred. Two years of specialized experience is required. Specialized experience consists of progressively responsible IT experience at the CL-25 level that included PC maintenance and repair, hardware and software troubleshooting, resolution of technical issues.

Knowledge of operating systems, office productivity software, IBM Notes, Microsoft Outlook, Microsoft Exchange, servers and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including system security standards. Skill in analyzing needs and product requirements for supported applications. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions for supported applications

Excellent customer service skills, flexibility, and strong problem resolution skills are essential. Excellent written, oral, and interpersonal communication skills are required, with an exceptional ability to communicate technical concepts to non-technical staff. The ideal candidate will possess exceptional organization, time management, and logic skills while having the ability to work independently and in a team setting.

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## **EMPLOYEE BENEFITS**

Vacation time accrues at a rate of 13 days per year the first three years and increases with tenure. Sick days accrue at a rate of 13 days per year. Ten paid holidays are provided annually. A variety of employer-subsidized federal health insurance plans are available. Dental and vision coverage, life insurance, and long-term care insurance are available. A flexible spending account program is provided. Employees participate in both the Federal Employees Retirement System (FERS) and the Thrift Savings Plan (similar to a 401(k) plan, with employer matching). The court offers a mass transit subsidy (budget dependent).

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## **CONDITIONS OF EMPLOYMENT**

Applicants must be citizens of the United States or be eligible to work in the United States and receive compensation. Appointment to the position is provisional pending a suitability determination by the Court, based on the results of a background check. Employees of the federal judiciary serve under "Excepted Appointments," and are thus at-will employees who serve at the pleasure of the Court. Employees are required to use Electronic Funds Transfer (EFT) for payroll deposits.

The Court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, or to fill the position sooner than the closing date, if a closing date is shown; any of these actions may occur without any prior notice.

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## **APPLICATION PROCEDURE**

Email the following required application documents to [4cca-vacancy@ca4.uscourts.gov](mailto:4cca-vacancy@ca4.uscourts.gov) and reference Vacancy #18-05 in the subject line. Applications should be received by May 21, 2018, to receive full consideration.

**Documents must be submitted in a single PDF file, using your full name as the file name. Application documents must be in the following order:**

1. Cover letter:

- Reference job vacancy number **#18-05**
- Include an email address in your contact information

**2. Resume which includes:**

- education
- work history
- names and locations of employers
- name, title, and contact information of three professional references
- dates of employment
- work performed
- significant accomplishments

**3. Application for Judicial Branch Federal Employment (Form AO 78) available at:**

[www.uscourts.gov/forms/AO078.pdf](http://www.uscourts.gov/forms/AO078.pdf)

- All sections of the application must be completed. Description of Work sections must list pertinent information. Do not type “see resume”.
- After completing the form, please ensure the content you provided saved properly and the form is not blank when you submit with your application documents.

**Applications that do not meet the above requirements will not be considered.**

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**The United States Court of Appeals for the Fourth Circuit is an Equal Opportunity Employer.**